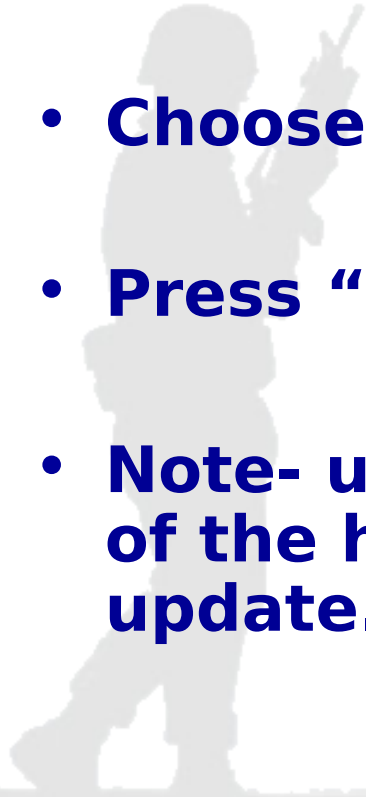




How To Update/Request Status On A Case In CMS May 9, 2012

- **Type the SSN of the service member**
- **Choose a case type**
- **Press “Update/Request Status”**
- **Note- using the “Search for a Case” portion of the home page will NOT allow you to update.**



Request/Update Status



Case Management System F12-02(TRNG Build 2)



Menu: [CMS Home](#) | [Reports](#) | [Change Password](#) | [Log Out](#)

System / Army / Active / Defense Military Pay Offices / 4836 DMPO Ft. Irwin

Case Management System - Main

[Refresh](#)

System Messages

System

The Case Management System (CMS) Support Team updates, and maintains the CMS system and also provides requested training. The CMS Team does not develop or maintain policies related to the use of CMS cases. If there is a problem with the CMS system, functions with access, or CMS reports, you can contact the CMS Team by sending an email to cmsadmin@dfas.mil.

Defense Military Pay Offices

Please remember to attach the documentation necessary for central site to work the case; if they do not have the documentation, the case cannot be worked. If you do not have the required documentation, the case should not be entered into CMS until you do.

Summary of Cases Requiring Action

Status	Read	Unread	Overdue	Total
Action Completed	10	1	11	11
Referred	4	2	6	6

Viewing inbox for [System / Army / Active / Defense Military Pay Offices / 4836 DMPO Ft. Irwin](#)

[Change...](#)

[Update/Request Status](#)

[Enter New Case](#)

[Bulk Load](#)

Social Security Number (SSN):

[Update/Request Status](#)

Enter SSN# and Case Type



Update/Request Status Enter New Case Bulk Load

Social Security Number (SSN): 444-44-4444

Update/Request Status

Enter SSN# of Service Member

Click on "Update/Request Status"

List of Current Cases



Case Management System - Current Cases

List of Current Case(s) for (444-44-4444)

Action	Case ID	SSN / Primary Data Element	Member	Case Type	Category	Opened	Referred/ Closed	Status
Update/Request Status	3533639	444444444	Dee Doo	Check Team	Process	04/13/2012	04/13/2012	Referred (New)
Re-open	3690495	444444444	Dee Doo	Allotment/Bonds	Process	04/19/2012	04/19/2012	Closed
Re-open	3687694	444444444	Dee Doo	Demolition Duty Pay	Process	04/19/2012	04/19/2012	Closed
Update/Request Status	3684893	444444444	Dee Doo	TSP	Process	04/18/2012	04/18/2012	Referred (New)

[Return to the CMS home page](#)

THIS SYSTEM CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974 AS AMENDED

List of Current Cases



Case Management System - Current Cases

List of Current Case(s) for (444.44.4444)

Action	Case ID	SSN / Primary Data Element	Member	Case Type	Category	Opened	Referred/ Closed	Status
Update/Request Status	3533639	444444444	Dee Doo	Check Team	Process	04/13/2012	04/13/2012	Referred (New)
Re-open	3680405	444444444	Dee Doo	Allotment/Bonds	Process	04/19/2012	04/19/2012	Closed
Re-open	3687694	444444444	Dee Doo					
Update/Request Status	3684893	444444444	Dee Doo					

Select
"Update/Request Status"

[Return to the CMS home page](#)

THIS SYSTEM CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974 AS AMENDED

Select the Case Shown



Case Management System - Update Case

* Required Field

** Required to Action Complete Case

Member Data

SSN*	Last Name*	First Name*	M.I.	Grade*
444444444	444-44-4444	Dee	Doo	<input type="text"/>
Phone	E-mail	PACIDN		
<input type="text"/>	<input type="text"/>	<input type="text"/>		

Case Info

Case ID	Current Status	Date Opened	Currently Assigned to
3684893	Referred (New)	04-18-2012	System / Army / Active / DFAS-IN Army Military Pay Oper

Description*

TSP case on Mr. Doo Dee

ADSN*	483600	FID	<input type="text"/>	ACT-IND	<input type="text"/>	ERR-CD	<input type="text"/>	CATG	<input type="text"/>	SVC-ADSN*	483600
Manual Pay	<input type="checkbox"/>	Deployed	<input type="checkbox"/>	Root Cause	<input type="text"/>						
Root Cause Other	<input type="text"/>										
Category*	Process <input type="text"/>										
Servicing Organization*	System / Army / Active / Defense Military Pay Offices / 4										

Request/Update Status



4836 DMPO Ft. Irwin (Input Point)			
Organization	Name	Grade	
System / Army / Active / Defense Military Pay Offices / 4836 DMPO Ft. Irwin	cletus, mr		
Phone	E-Mail		
no	no		
Action/Comments			
Please process this case on Mr. Doo Dee.			
Action Taken	Referred to Organization	Date	
Referred (New)	System / Army / Active / DFAS-IN Army Military Pay Oper	04-18-2012	
Files attached during this action:			
Filename		Size	
EventSponsorMajor_piq8.JPG		5,579 bytes	
Input Point			
Organization	Name	Grade	
System / Army / Active / DFAS-IN Army Military Pay Oper	cletus, mr		
Phone	E-Mail		
no	no		
Action/Comments*			
Requesting status on this case please.			
Action			
<input type="button" value="Request Status"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Request/Update Status



4836 DMPO Ft. Irwin (Input Point)

Organization	Name	Grade
System / Army / Active / Defense Military Pay Offices / 48	cletus, mr	
Phone	E-Mail	
no	no	
Action/Comments		
Please process this case on Mr. Doo Dee.		
Action Taken	Referred to Organization	Date
Referred (New)	System / Army / Active / DFAS-IN Army Military Pay Oper	04-18-2012
Files attached during this action:		
Filename		
EventSponsorMajor_piq8.JPG		

Organization

Name

Grade

System / Army / Active / DFAS-IN Army Military Pay Oper

cletus, mr

Phone

E-Mail

no

no

Action/Comments*

Requesting status on this case please.

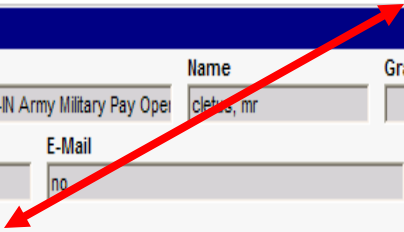
Action

Request Status

Save

Cancel

Enter request or
update comments



Request Status of a Case



4836 DMPO Ft. Irwin (Input Point)

Organization	Name	Grade
System / Army / Active / Defense Military Pay Offices / 4836 DMPO Ft. Irwin	cletus, mr	
Phone	E-Mail	
no	no	

Action/Comments

Please process this case on Mr. Doo Dee.

Action Taken	Referred to Organization	Date
Referred (New)	System / Army / Active / DFAS-IN Army Military Pay Oper	04-18-2012

Files attached during this action:

Filename	Size
EventSponsorMajor_piq8.JPG	1024 bytes

Organization	Name	Grade
System / Army / Active / DFAS-IN Army Military Pay Oper	cletus, mr	
Phone	E-Mail	
no	no	

Action/Comments*

Requesting status on this case please.

Action

Request Status Save Cancel

Enter request or
update comments

Enter Request
Status

Request/Update Status



4836 DMPO Ft. Irwin (Input Point)

Organization	Name	Grade
System / Army / Active / Defense Military Pay Offices / 4836 DMPO Ft. Irwin	cletus, mr	

Phone	E-Mail
no	no

Action/Comments

Please process this case on Mr. Doo Dee.

Action Taken Referred to Organization

Referred (New) System / Army / Active / DFAS-IN Army Military Pay Office

Files attached during this action:

Filename	Size
EventSponsorMajor_piq8.JPG	5,579 bytes

Input Point

Organization	Name	Grade
System / Army / Active / DFAS-IN Army Military Pay Office	cletus, mr	

Phone	E-Mail
no	no

Action/Comments*

Requesting status on this case please.

Action

Request Status Save Cancel

To "update" case,
choose save